



QUICK SHEET REFERENCE GUIDE

additions high-lighted in yellow

Q: WHY IS THE CENTRE CLOSED? I NEED MY (FRIENDS, MEALS, PROGRAMS, SERVICES).

A: We need to limit contact with one another. The government has asked each of us to STAY AT HOME as much as possible to limit our chances of contracting or passing along the Covid-19 virus. “Social Isolation” means staying 2 metres (6-7 feet) away from others. This is important as the virus is spread through droplets and is highly contagious. Your “job” is to stay healthy by washing your hands regularly, disinfecting your most touched surfaces (door handles, telephone, counter tops, tv remote, toilet flusher handle, cell phone), get fresh air in your lungs (wear a hat when outside), exercise, get lots of sleep (to keep your immune system up). STAY HOME.

Q: BUT WHAT AM I SUPPOSED TO DO TO FILL MY TIME?

A: Stay in touch with family and friends via telephone. (check with your phone company – they may be offering free long distance within Canada for a limited time)

A: Create a consistent routine to your day:

- regular stretching or exercise (as able)
- read that book on your shelf you’re always telling yourself you should read
- spring cleaning (it’s that time of year!)
- REMEMBER: clean/disinfect all surface tops, door/cupboard/fridge handles, light switches, remotes, keyboards, phones daily (the things you most often touch)
- “travel” over the internet (or watch travel show on tv) to international destinations (pictures/ slideshows)
- Get back in phone contact with people you’ve been meaning to catch up with
- Create a “buddy system”: create a list of regular people you daily/weekly check in with

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- If you regularly participate in a group activity at the centre, perhaps call some of those friends during your usual activity time; if you don't know their phone number, call the centre and we may be able to help (with that member's permission)
- Cook or bake a favourite recipe... is there someone who might need it?
- Try to learn a new skill or hobby from a tv program, internet site, You Tube channel, book on your shelf
- Keep yourself active, engaged, stimulated (move, listen to music, take time to reflect & meditate)
- See if you can connect with your Crib/Bridge/Scrabble partners and find a way to play over the internet, or even the phone!
- Count your blessings; it will do your heart and soul good
- See attached activities sheet for specific suggestions (*go to Isolation Links*)
- If you come up with a creative idea on how to spend your time, or a helpful tip, let us know!
- Remember to find something to laugh about... EVERYDAY!

Q: I HAVE A DOCTOR'S APPOINTMENT? DO I GO?

A: Most doctor's offices are now handling over the phone appointments to answer questions, refill prescriptions, etc. Check with your pharmacy – your prescription might already be refillable without your requiring a doctor's appointment.

Q: I NEED TO HAVE A PRESCRIPTION REFILLED. WHAT DO I DO?

A: BC Pharmacists are authorized to issue prescription renewals and emergency refills. All they need to do is call their pharmacist to renew.

A: Most doctors and pharmacies are asking people NOT to come in, instead to phone. BE PATIENT – the phone lines will be busy; you may need to leave a phone message. There is a chance that some pharmacies may need to temporarily close should a staff member develop COVID-19. Your prescription can be filled elsewhere. You may be asked additional screening questions.

- A great resource is: <https://bcpharmacists.org/covid19>
 - Find a pharmacy tool: <https://bcpharmacists.org/search-pharmacy>
 - Phone: 604-733-2440

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- Fraser Health: 604-587-3936
- First Nations Health Authority at 1-855-550-5454

Q: IS THE SENIORS HELPING SENIORS DRIVING PROGRAM STILL RUNNING?

A: At this time, for everyone's health and safety, we are not encouraging our drivers to continue this service.

Q: WILL I GET MY PENSION CHEQUES?

A: Your OAP and CPP will continue to automatically be deposited into your account.

Q: I DON'T HAVE ANY MONEY AT HOME TO PAY FOR GROCERIES. IF I'M NOT SUPPOSED TO GO OUT, HOW DO I GET MONEY FROM MY BANK?

A: First off, do not give your debit card or PIN to anyone. Give me your name and number and we will try to see if someone (a trusted RMSS volunteer) can get you to the bank. It would be best for you to call ahead to see if your bank has reduced its hours of operations or even closed. You may be required to use the debit machine. **PLEASE BE VERY CAREFUL** of those soliciting offers of help at this time. Many are ill intentioned. If in doubt, get what information you can and ask us before proceeding. We might be able to give you more insight. **DO NOT FEEL COMPELLED TO RESPOND TO ANY FINANCIAL/ PERSONAL DETAILS REQUEST WITH ANY URGENCY.**

A: As your money is automatically deposited into your account, your debit card will work in lieu of cash. Even if you prefer to use cash, you may find using your debit card for your purchases easier.

Q: IF I DON'T GET TO THE BANK, HOW WILL I PAY MY RENT?

A: Your pension cheques will continue to be directly deposited into your account. If you normally pay by post-dated cheques, nothing changes. If you normally pay by cash, talk to your landlord to see if they will accept a cheque, OR follow the banking directions in the previous question.

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A: If you can, pay your rent. If you require assistance, the BC Government has directed no rent increases or evictions to occur. (The province is offering a \$500 monthly subsidy; the application process will be clarified early April; basically, you apply, and money would go directly to your landlord.)

Q: HOW WILL I FILE MY TAXES? IF I'M LATE, WILL I STILL GET MY PENSION CHEQUES?

A: The income tax filing date has been extended to June 1. Your pensions will continue to come to your account in the meantime. Once the centre re-opens, tax clinics will resume.

A: If you had previously booked a RMSS tax clinic appointment, you will receive a phone call from one of our tax volunteers with additional tax filing options.

Tax clinic volunteers that would be calling: Lyn Hawkins, Joys Sooley, Linda Gardiner, Martha Kruger, Don Parker, Lois Wittenberg

Q: I DON'T KNOW WHAT IS GOING ON – I DON'T UNDERSTAND WHAT I'M SUPPOSED TO BE DOING?

A: Is there something specific you have a question about? Let me take your name and number and we will have someone call you back and see if they can answer your question regarding _____.

A: If you have online access, go to www.bccdc.ca (BC Centre of Disease Control). There is much information available to you there, including ways to stay healthy and practice preventative measures.

A: Have sufficient groceries/supplies on hand (minimum for two weeks) in case you need to self-isolate.

A: Contact a family member, neighbour, friend to establish a care-plan if you get sick.

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Q: I AM LOW ON GROCERIES AND KNOW I'M NOT SUPPOSED TO GO OUT (AM NOT ABLE TO GET OUT). WHAT SHOULD I DO?

A: Grocery stores are an essential service. They may have reduced hours, but will not close. Write a list of what things you need to carry you over the next week or two. (don't write down their list).

- Some grocery stores are offering delivery
 - o Online order and credit card payment
 - o Phone in with credit card payment
- Let me take your name and number and we will see if someone is able to contact you to do your shopping on your behalf. When they call, you can give them your shopping list.
- When the groceries or food is delivered, it will be left on your doorstep. If you are physically able to pick them up, wait until they have left before you collect the groceries.

A: The Food Bank has made qualifying easier. To register, call Mon-Fri, 9am-noon: 604-466-3663 ext. 206 or email Director@FriendsNeedFood.com

A: Some grocery stores are providing phone-in ordering (day ahead) and the day after you go to the store; your order will be delivered to you curbside. (*grocery list attached below*)

A: At this time, our centres are still offering a take away lunch Mon-Fri, 11:30-12:30. Cash only. PM Menu: soup & sandwiches; MR weekly menu, call ahead 604-467-4993.

A: Better at Home Community Services: providing assistance with groceries and pharmacy needs; 604-467-6911; info@comservice.bc.ca

A: Meals on Wheels may be accepting additional clients. To register, call Mon-Fri: 604-467-6911

Q: I HAVEN'T HEARD FROM MY FRIEND AND AM CONCERNED. CAN SOMEONE CHECK ON THEM?

A: When is the last time you spoke with them? Have you tried calling at different times of the day? What is their name and phone number?

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A: Some phone & internet providers have waived their long distance fees & data overage fees within Canada (until the end of April) to let you connect with family and friends. Check with your provider.

Q: CAN MY PET GET SICK WITH THIS VIRUS?

A: There is no evidence of animals getting this virus from humans.

Q: WHAT IF I THINK I AM SICK WITH THE VIRUS – WHAT DO I DO?

A: From WHO website: most common COVID-19 symptoms are: fever, tiredness, and dry cough

A: If you develop a headache or muscle ache, or usually take ADVIL or Ibuprofen, CHECK WITH YOUR DOCTOR. They may direct you to take a different pain relief medication. (The World Health Organization is instead directing to take acetaminophen.)

A: There is an online checklist at: www.covid19.thrive.health It will walk you through symptom by symptom.

A: The RM Urgent Care Centre is our regional testing centre. Phone 604-476-7890 or the nurses hot line at 8-1-1 (be patient).

A: Have a plan in place if your caregiver is unable to provide care.

Q: WHO WILL WALK MY DOG IF I GET SICK? BUY MY PET FOOD?

A: There is an agency called ElderDog. They may be able to help with that. Their number is: 1-855-336-4226; www.elderdog.ca; info@elderdog.ca

A: Pet stores are still open but may have reduced their store hours.

Q: MY CHURCH IS CLOSED – I WOULD LIKE SOMEONE TO TALK TO/ PRAY WITH.

A: Most churches are offering an online service.

- A sample tutorial from MR Baptist Church may help you navigate other online sites. <https://www.ridgebaptist.ca/pages/online-service-how-to-help>

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- You Tube also has services available worldwide. Go to YouTube.com and search for “church services”, “church live stream”, etc.

A: Phone your local church to ask for prayer support or go online:

- MR Baptist Church: (604) 467-9613
- MR Community Church: (604) 465-4211
- PM United Church: (604) 465-6233
- St. Patrick’s Catholic Church: (604) 463-7148
- Sample: <http://www.crossroads.ca/247prayer/> 24/7 to submit your online prayer request or phone: 1-866-273-4444

Q: WHAT IF MY MEMBERSHIP EXPIRES WHILE CLOSED? WILL I BE GETTING A REFUND FOR THE PERIOD I COULDN’T USE MY MEMBERSHIP?

A: We will not be able to renew memberships during this time. We will not be refunding memberships. We will continue providing whatever services are able to regardless of membership status.

Q: I WANT TO HELP. HOW CAN I DO THAT?

A: At the moment, let us take your name and number in case there is something we can suggest.

A: Some local charities, such as the Food Bank, are looking for additional volunteers.

A: If able, make a donation to our local Food Bank: Cash donations can be made online at: www.canadahelps.org/en/charities/friends-in-need-food-bank-society/

A: www.bc211.ca or phone 2-1-1 to offer your ability to volunteer for someone in need (such as a virtual phone visit, deliver groceries or pharmacy items to a senior, etc.)

A: If able, order a take-away or delivery. It both supports a local business, AND may bring joy to the recipient to receive a favourite meal. (advise the recipient it is coming, so they accept the delivery and understand it is already paid for; follow social distancing guidelines while accepting the delivery, AND with wear gloves; once inside, remove gloves and wash hands.) *(remember to wash gloves regularly)*

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Q: IS THE LEGION OPEN?

A: Not at this time.

Q: ARE ANY RESTAURANTS OFFERING CURBSIDE PICK UP OR DELIVERY?

A: Yes – many are. What are you hankering for? ;)
(refer to MR and PM restaurant attachments)

Q: I'VE GOT A QUESTION YOU MIGHT NOT HAVE THE ANSWER FOR:

A: Try calling 2-1-1 or go online to www.bc211.ca to see if you can find an answer.

Q: WHAT'S FOR LUNCH AT THE CENTRES? WHERE CAN I GET THE MENU?

A: PM centre offers soup and sandwiches. MR centre has a weekly menu. Call ahead 604-467-4993. Note: Lunch is offered Mon-Fri 11:30am-12:30pm. Cash only.

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LOCAL GROCERY HOURS TO DATE:

These hours may fluctuate. Best to call ahead. Many offer early opening for seniors. **For delivery or pick-up service, do not expect same day service. (You will need to make an online account.)*

Bruce's Market: (for Albion Deliveries): orderingbruces@gmail.com

Delivery fee: over \$50, no charge; under \$50, \$5 fee;

Delivering between 272nd and 216th

Order by noon, same day delivery

No detailed website; just email your grocery list (fresh meat, produce, tinned goods, pasta, deli) and if you have questions, ask them. They will respond, send you a detailed receipt.

Payment by e-transfer

Also, email your order and specify curbside pick-up with debit/credit.

Fresh Co.: 604-460-1553

New hours 8am-8pm

First hour open is for seniors special opening

In-store shopping only

Hopcott Meats: info@hopcottmeats.ca

Reg store hours: 9am-6pm

Email ordering now available (address above). They will confirm order and total. Curbside pick-up with payment options as debit & credit. (no beef share or freezer packs available at this time)

Instacart: <https://www.instacart.ca/grocery-delivery/maple-ridge-bc>

Online ordering for: M&M Meats, Real Canadian Superstore, Shoppers Drug Mart, Staples, Walmart

Create an online account using email or Facebook. Choose a store and shop. Others collect and deliver. Seemingly same day delivery (site shows delivery date fluctuations). NOTE: Each food item costs more than if you were to go in-store but the quick delivery might be well worth it. (service fee \$2.00 and driver tip \$2.00 added to each order)

Langley Farm Market: 8:30am-8:00pm

- **MR Lougheed** 604.466.0281
- **MR 207** 604.465.5330
- **PM Harris** 604.460.7122

London Drugs: Mon-Fri 8am-7pm (first hour seniors shopping); Sat 9am-7pm; Sun 10am-6pm

In desperate need of any essential items or medications supportseniors@londondrugs.com for assistance. Call: (604) 463-0991. Delivery service is free If need to be picked up by a volunteer or staff member of Community Services, please provide name and address of the person filling the prescription.

Ridge Meadows Seniors Society: www.rmssseniors.org

Maple Ridge: 604-467-4993

Pitt Meadows: 604-457-4771
updated 3/31/2020

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M&M Meats: <https://www.mmfoodmarket.com/en/grocery-stores/maple-ridge/272>

Mon-Fri 9am-8pm; Sat 9am-7pm; Sun 10am-6pm

- During Covid-19, 10% Seniors Discount available everyday (usually Tuesdays)
- Online ordering: “click and collect”; pick up and pay at store (nice for those who don’t want to give credit card info online)

Meridian Farm Market Maple Ridge

First hour **Mon-Fri** open is for seniors special opening

Everyday 8am–8pm

No Frills Maple Ridge: 866-987-6453

New hours 8am – 8pm

Tuesday and Thursday 7am – 8am for seniors special opening

In-store shopping only

Real Canadian Superstore: Pitt Meadows (604) 460-4319; check Facebook

New Hours 8am – 8pm

7am – 8am for seniors special opening

*Offering delivery (using Instacart) – min order \$10 (under \$35: plus 5% service fee; delivery fee is \$7.99-\$9.99) (over \$35: plus 5% service fee; delivery fee is \$3.99-\$5.99)

*Pick up (minimum \$30 order; use credit card for online orders; pick up orders can also use cash, debit, gift cards; for pick up, fees are between \$3-\$5; pick up dates are approx 10-12 days out)

Roots Natural Health Foods Store: 22254 Dewdney Trunk Rd (604) 467-1822

Mon-Thu: 9:30am-6pm, Fri: 9:30am-6:30pm, Sat: 9:30am-5:30pm, Sun: 11am-5pm

***email ordering available:** rootsnatural2@hotmail.com Include your phone number for order completion/confirmation for next day pick up. Payment by credit (over phone) or debit (in-store).

*Phone ordering available: (604) 467-1822 (Call ahead for next day curbside store pick up)

Save-On Foods:

Store hours are 8am-8pm; one store offers delivery; two offer pick up; min \$40 order; 2+ weeks

- **MR: Valley Fair** – online order for pick-up
- **MR: Westgate** - online order for pick-up and delivery
- **MR: 240th** – in-store shopping only
- **PM: Meadow Vale** – in-store shopping only

Shoppers Drug Mart:

- **MR: Dewdney Tr.** (604) 467-5218 8am-8pm
- **MR: Westgate** (604) 465-8123 8am-10pm
- **PM:** (604) 465-8122 8am-8pm

Now providing virtual care access Consult with a doctor online; check Facebook

First hour open is for seniors special opening and offers 20% seniors discount;

FREE delivery

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Thrifty Foods Maple Ridge

Everyday 8am-8pm

7am – 8am for seniors special opening

Online ordering: *Delivery Mon – Sun 10 am – 8pm (delivery fee is \$7.95)

*Pick up Mon – Sun 10 am – 8pm (uncertain of additional fees)

No phone in orders

Walmart

Everyday 8am-8pm

*Delivery & Pick up available (online ordering; minimum \$50 order before taxes + \$9.97 delivery fee)

Remember to support your local bakery, deli, green grocer, corner store. They may have what you need, and they certainly could use your business.

ADDITIONAL THOUGHTS:

Unfortunately, there are many scammers and fraudsters who are hard at work taking advantage of anyone who will let them (door to door, over the phone, via email or text)... with offers of:

- vaccines, services, COVID-19 test kits, “free” face masks, virus-killing services
- seeking donations for food banks or other causes, pretending to be your bank, offering cheap stocks, the federal government offering emergency funds, etc.

PLEASE do not give your financial or other personal information to anyone new. If you are uncertain, take down the caller’s information, contact us and will do our best to assist you. **Do not** click on any links from unsubstantiated sources. DO NOT FEEL COMPELLED TO RESPOND TO ANY FINANCIAL/ PERSONAL DETAILS REQUEST WITH ANY URGENCY. Take down their contact info, and hang up until you can confirm the source.

Anyone who believes they have been contacted by a scammer is asked to file a report online to the [Canadian Anti-Fraud Centre](#) or call 1-888-495-8501, 10am-4:45pm

If you have been a victim of fraud and have lost money, valuables or personal information contact the RCMP.

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TIPS:

- Consider removing your jewelry to limit surfaces virus can cling to
- If wearing gloves to prevent virus contact, REMEMBER to regularly wash them; don't touch your face **cough into your elbow; put the toilet seat down before you flush**
- Tie up your garbage bags. No facial tissue or paper towels should be getting recycled (according to MR Recycling); keep a lid on your household bin for used tissues; don't flush tissues
- Wear a hat when outside to prevent the virus from attaching to your hair
- If using an elevator, try to be the only rider. Just say, "Thanks, I'll catch the next one."
- If living with others, make a plan in case one becomes ill to limit contact within the home: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html>
- See the Centre of Disease control for more information: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- See World Health Organization for more information: <https://www.who.int/>
- See BC Government Health Link: <https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>

CONTACT PHONE NUMBERS:

Community Services (604) 467-6911

Ridge Meadows Seniors Society – MR: (604) 467-4993 PM: (604) 457-4771

Seniors Network (Maple Ridge, Pitt Meadows, Katzie) (604) 786-7404